



ARMY TRAVEL CARD PROGRAM

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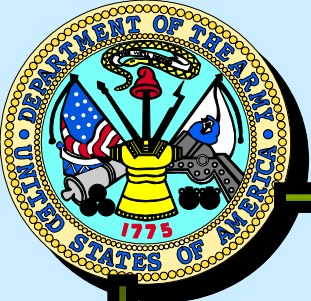
**(FINANCIAL MANAGEMENT &
COMPTROLLER)**



ARMY TRAVEL CARD PROGRAM

CONTRACT & TASK ORDER:

- **CONTRACT STRUCTURE:**
 - **GSA MASTER CONTRACT FOR ALL FEDERAL AGENCIES**
 - **DOD TASK ORDER WITH CITI EFFECTIVE NOV 30, 2008**
- **PERIOD COVERED:**
 - **FOUR YEAR CONTRACT (NOV 2008 - NOV 2012)**
 - **THREE TWO YEAR OPTIONS (DEC 2012 - NOV 2018)**
- **INCLUDES SERVICES FOR:**
 - **INDIVIDUALLY BILLED ACCOUNTS (IBA)**
 - **CENTRALLY BILLED ACCOUNTS (CBA)**



ARMY TRAVEL CARD PROGRAM

PROGRAM FEATURES:

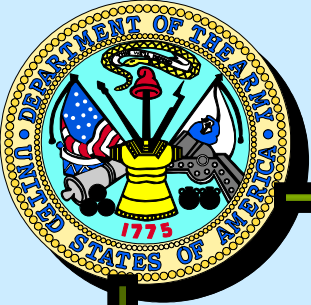
- **VISA CARD W/ WIDE ACCEPTANCE**
- **ON-LINE MANAGEMENT SYSTEM**
- **CONTROLS: CREDIT CHECKS, MERCHANT CODES, CARD TYPES W/ CHARGE LIMITS:**
 - **STANDARD CARD: \$665 ATM CASH/\$7500 TOTAL**
 - **RESTRICTED CARD: \$365 ATM CASH/\$4000 TOTAL**
- **FEES:**
 - **ATM CASH FEE OF 2% (REIMBURSABLE)**
 - **RETURNED CHECK FEE OF \$29, LATE FEE OF \$29**
- **BANK REBATES: BASED ON CHARGE VOLUME AND SPEED OF PAY FOR IBA and CBA**



ARMY TRAVEL CARD PROGRAM

TRAVEL & TRANSPORTATION REFORM ACT:

- EMPLOYEE MUST USE TRAVEL CARD FOR OFFICIAL TRAVEL EXPENSES**
- AGENCY CAN EXEMPT TYPES OF PERSONNEL OR EXPENSE**
- AGENCY MUST REIMBURSE TRAVEL EXPENSES W/IN 30 DAYS AFTER CLAIM**
- AGENCY MAY COLLECT DELINQUENCY FROM PAY**
 - UNDISPUTED AMOUNTS ONLY**
 - AFTER NOTIFICATION/DUE PROCESS**
 - COLLECTION NTE 15% OF DISPOSABLE PAY**



ARMY TRAVEL CARD PROGRAM

PROGRAM GUIDANCE

- **DODFMR VOLUME 9 CHAPTER 3**
 - **OVERALL PROGRAM GUIDANCE**
 - **DOD POLICY**
 - **RESPONSIBILITY**
 - **IBA AND CBA REQUIREMENTS**
 - **EXEMPTIONS**
- **ARMY POLICY GUIDANCE**
 - **AUGMENTS DOD GUIDANCE**
 - **ASA (FM&C) POLICY MEMORANDUM**



ARMY TRAVEL CARD PROGRAM

• POLICY GUIDANCE

- ASA (FM&C) MEMORANDUM REQUIRES

- ADEQUATELY RESOURCED APC FUNCTION**
- MONTHLY REVIEW OF TRANSACTIONS**
- APC/CARDHOLDER TRAINING**
- CLOSING OF INACTIVE ACCOUNTS**
- DISCIPLINARY ACTION FOR ABUSE, MISUSE**
- DISCOURAGE USE FOR DEPLOYMENT TRAVEL**
- SECURITY CLEARANCE REVIEW**
- NON SUFFICIENT (NSF) CHECK REPORTING**



ARMY TRAVEL CARD PROGRAM

- **CARDHOLDER RESPONSIBILITIES**
 - **USE TRAVEL CARD FOR ALL OFFICIAL TRAVEL EXPENSES**
 - **EXPENSES ARE LIMITED TO THOSE NORMALLY REIMBURSED AT TRAVEL SETTLEMENT**
 - **CARDHOLDER ONLY EXPENSES**
 - **LIMIT CASH USAGE. USE TRAVEL CARD WHENEVER POSSIBLE**



ARMY TRAVEL CARD PROGRAM

- **CARDHOLDER RESPONSIBILITIES**
 - **RETAIN ALL RECEIPTS**
 - **SUBMIT TRAVEL VOUCHER WITHIN 5 DAYS OF RETURN OR EVERY 30 DAYS IF TDY IS OVER 45 DAYS DURATION**
 - **USE SPLIT DISBURSEMENT OPTION TO PAY CONTRACTOR.**
 - **PAY BALANCE IN FULL AND ON TIME.**



ARMY TRAVEL CARD PROGRAM

- **CARDHOLDER RESPONSIBILITIES**
 - **UNDISPUTED CHARGES MUST BE PAID BY DUE DATE**
 - **DISPUTES ARE THE RESPONSIBILITY OF THE CARDHOLDER**
 - **CONTACT MERCHANT IMMEDIATELY OR CONTRACTOR WITHIN 60 DAYS OF STATEMENT DATE ON WHICH CHARGE APPEARS**
 - **CHARGES NOT PAID OR DISPUTED WILL BECOME DELINQUENT**



ARMY TRAVEL CARD PROGRAM

• DELINQUENCY CYCLE

- 30 DAYS - PAST DUE
- 60 DAYS - DELINQUENT - CARD SUSPENDED
- 75 DAYS - \$29 LATE FEE CHARGED TO ACCOUNT
- 90 DAYS - DUE PROCESS LETTER SENT TO CARDHOLDER ADVISING THEY HAVE 30 DAYS TO SETTLE ACCOUNT OR IT WILL BE SENT FOR COLLECTION VIA SALARY OFFSET
- 120 DAYS - CARD CANCELLED
- 210 DAYS - ACCOUNT CHARGED OFF/CREDIT BUREAU NOTIFIED



ARMY TRAVEL CARD PROGRAM

TRAINING

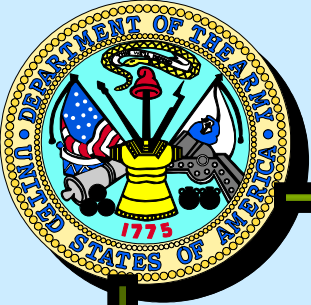
- **APC Training:**
 - Electronic Account System (CITIDIRECT)
 - Classes at SmartPay 2
 - On-site when requested
 - CBT training (www.defensetravel.dod.mil/passport)
- **Cardholder EAS Training:**
 - CBT or in person by APC
- **Cardholder initial and refresher training on GTCC use is located at the DoD TCPMO web site**
(www.defensetravel.dod.mil/passport)



ARMY TRAVEL CARD PROGRAM

• ACCOUNTABILITY

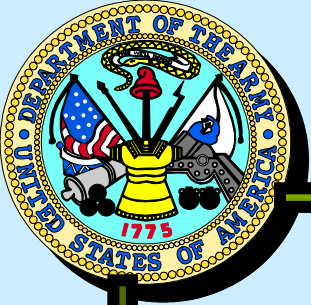
- PERSONAL FINANCIAL RESPONSIBILITY
- VIOLATION OF PUBLIC LAW: PL105-264
- CARDHOLDER AGREEMENT OUTLINES CONTRACTOR
REMEDIES (LATE FEES, ETC.)
- STATEMENT OF UNDERSTANDING
- NEGATIVE CREDIT BUREAU REPORTING
- SALARY OFFSET OR INDEPENDENT
COLLECTION AGENCY REFERRAL



ARMY TRAVEL CARD PROGRAM

CITI CUSTOMER SERVICE

- **Dedicated representatives for each Service/Defense Agency at program manager level**
- **Dedicated customer service phone number for APCs**
- **40% of cardholder customer service staff are prior BoA customer service employees**



ARMY TRAVEL CARD PROGRAM

PROGRAM OVERSIGHT

- **DOD INITIATIVES**
 - **DATA MINING**
 - **DOD ESTABLISHED INDICATORS**
 - **VISA DATAMINING TOOL AVAILABLE SEP 2009**
 - **ARMY INTERNAL REVIEW OFFICE/AAA AUDITS**
 - **CBA AND IBA DATA**
 - **REPORTS TO SERVICE FOR ACTION**
 - **EXPANDS ARMY ACCOUNT REVIEW REQUIREMENT**
 - **REPORT ON RESULT OF TRANSACTION REVIEW TO INCLUDE ANY ADMINISTRATIVE/DISCIPLINARY ACTION TAKEN**



ARMY TRAVEL CARD PROGRAM

PROGRAM OVERSIGHT

- **DOD INITIATIVE (CONT'D)**
 - **CREDITWORTHINESS**
 - **CODIFIED BY FY 04 DEFENSE AUTHORIZATION ACT**
 - **DOD WILL DETERMINE CREDITWORTHINESS BEFORE ISSUING CHARGE CARD**
 - **S-1744 AND H.R. 3329 (Two new bills currently pending in this session)**
 - **EXPANDS THE PROVISION GOVERNMENT WIDE**
 - **DOD POLICY/OMB CIRCULAR 123 PART B**
 - **CREDIT CHECK**
 - **SELF CERTIFICATION**
 - **MINIMUM FICO SCORE**
 - **FAILURE TO MEET MINIMUM FICO SCORE OR SATISFACTORILY COMPLETE SELF CERTIFICATION WILL MAKE INDIVIDUAL INELIGIBLE FOR CARD**
 - **TRAVEL ADVANCE, PERSONAL FUNDS, CBA FOR TRANSPORTATION COST**
 - **CAN RE-APPLY IN 24 MONTHS**



ARMY TRAVEL CARD PROGRAM

PDT PROGRAM

- **ALL AUTHORIZED RELOCATION EXPENSES EXCEPT HHG AND REAL ESTATE**
- **MUST REGISTER WITH APC PRIOR TO DEPARTURE**
- **ACCOUNT WILL BE PLACED IN MISSION CRITICAL STATUS/PDT WITH START AND END DATE**
- **ACCOUNT WILL NOT AGE OR INCUR LATE FEES WHILE IN STATUS**
- **ACCOUNT AGES CURRENT AT END DATE AND WILL NOT GO DELINQUENT FOR 60 DAYS**



ARMY TRAVEL CARD PROGRAM

- **SUMMARY**

- **TRAVEL CARD MAKES TRAVEL CONVENIENT AND EASY**
- **TRAVEL CARD IS FOR OFFICIAL TRAVEL EXPENSES**
- **CARDHOLDER IS RESPONSIBLE FOR USE & PAYMENT**
- **COMMANDER & SUPERVISORS MUST BE INVOLVED**
- **WWW.ASAFM.ARMY.MIL**